



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING

Customer Service Manager Manager II

\$57,072- \$65,526 annually

\$4,756- \$5,460.50 monthly

Posting No: 0509-22

Opening Date: 05/11/22

Group: B23

Position: 208

Closing Date: Until filled

Job Description

The Customer Service Manager is selected by and responsible to the Director of Customer Service and performs highly complex managerial work administering the daily operations and activities of the Customer Service program. Work involves developing schedules, priorities, and standards for achieving established goals; coordinating and evaluating Customer Service activities; implementing program procedures and policies; gathering and assisting with analysis of statistics for use in the management of the agency's customer service program; preparing and disseminating information about agency programs; and, responding to inquiries on activities to produce a more effective program. Plans, assigns, and supervises the work of others on the day-to-day operations of the contact center. Works under general supervision, with limited latitude for the use of initiative and independent judgment. The Manager will perform other duties as assigned or required to maintain agency and division operations.

Essential Duties

- Manages activities of staff of the assigned Customer Service staff to ensure the highest level of service to customers while facilitating optimal efficiency levels within the division.
- Prepares and oversees the preparation of management and productivity reports and studies. Assists in the review of Customer Service processes to identify areas in need of change and assists with making recommendations for improvements that will enhance division operations and efficiency, emphasizing the use of innovation to maximize the use of available resources.
- Develops performance standards; approves leave requests, reviews and approves time; provides guidance and mentoring to team staff in handling difficult or complex program problems; develops, consults on and recommends division personnel actions; provides accurate and timely appraisals; manages staff development plans and activities and ensures meaningful developmental opportunities for each employee under direct supervision. Plans, assigns, and supervises the work of others.
- Confers with division director and staff on program issues and problems.
- Assists in establishing division goals and objectives; develops and approves schedules, priorities, and standards for achieving goals; and manages evaluation activities weekly.
- Assists in the preparation of training and operational manuals and technical guidance to division staff for agency and division processes, reports, or division software applications.
- Develops, implements, coordinates, and evaluates programs, policies, and procedures, and monitors compliance with policies and procedures.
- Communicates and aligns the vision and direction of management team with extensive follow-up, feedback, and frequent, timely, accurate team reports with division staff.
- May represent the Customer Service Division at meetings and special projects involving multiple divisions.
- Participates in the development of team goals and strategies for achieving agency-wide objectives.
- Responsible for the team's adherence, attendance, quality, quantity of the team's contribution to the overall department's daily needs, and ongoing employee development.
- Assists the Director with internal audits, analysis of proposed legislation, special assignments during legislative sessions, implementation of new and/or changes to rules or statute, and special reports, including the Customer Service Report,
- Maintains an 87% attendance rate based on an average 50-week work year.
- Complies with division and/or agency training requirements.
- Fosters a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the staff and team, while modeling and upholding the agency's culture and core values.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the division and agency.

- Adheres to all Texas Department of Licensing and Regulation Personnel Policies and performs other duties as assigned.

Minimum Requirements

Five (5) years of experience in leadership with strong emphasis on customer success and improving the customer experience. One (1) year of coaching or training others, gathering documentation and preparing statistical reports, and resolving technical and/or process issues in contact center-related environments and/or software, i.e. customer experience (CX design), User Experience (UX), Project Management. Coaching, training, or leadership development experience preferred. Experience requirements may run concurrently. Relevant college or university coursework organizational development, business, or public administration from an accredited education institution is generally preferred and may substitute for two (2) years of the experience requirement.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 111X URL - Surface Warfare, 86M0 Operations Management, 632X LDO - Aviation Operations, 6502 Aviation Ordnance Officer or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Additional Military Crosswalk information can be accessed at: [Military Crosswalk for Occupational Category - Program Management \(texas.gov\)](https://www.tdlr.texas.gov/occupational-category-program-management)

Remarks

The successful candidate will have: Knowledge of program management processes and techniques; of TDLR licensing rules, policies, and procedures; and, of processes relating to the department's administrative rules, policies and procedures. Knowledge of public administration and program management process and techniques; of statistical analysis processes; and, of research techniques. Familiarity with research techniques, project management, emotional intelligence (self-awareness, self-management, social awareness, and relationship management). Skill in improving the customer experience, next issue avoidance, performance monitoring, and schedule adherence; in the use of standard office equipment; and, in MS Office 365 programs: Word, Excel (pivot tables knowledge), Power BI, Visio, Dynamics 365 CRM, Teams, SharePoint Online, Planner, and Flow. Skill in the use of software systems; in workforce management; and, in working with large data sets for business intelligence. Skill in innovative techniques such as rapid prototyping, process improvement, agile methodologies, change management, and in customer-centric design. Ability to source, analyze, learn, and implement new software, procedures and identify opportunities for process improvement. Ability to identify innovative solutions to match division needs; to quickly learn and navigate the technical aspects of the division's systems; and, act as liaison for product vendors. Ability to communicate assertively and interact effectively, both orally and in writing, with members of the public and team; to respond to escalated issues; and, to relay agency information in a clear and concise manner. Ability to establish and maintain congenial office relationships; to assist in the development and achievement of section and agency plans, goals and programs; and, to interpret rules. Ability to respond to public inquiries in a timely manner; and, to perform effectively in a fast-paced, high-pressure environment with the ability to multi-task within tight time constraints. Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to prepare reports; to develop, evaluate and interpret policies and procedures; and, to train others.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>.

E-mail or fax applications to: TDLR, Human Resources Office, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377. E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications.**

Applications not completely filled out may be rejected. Only typed applications will be considered.

This job is not covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview